



Performance Excellence Program

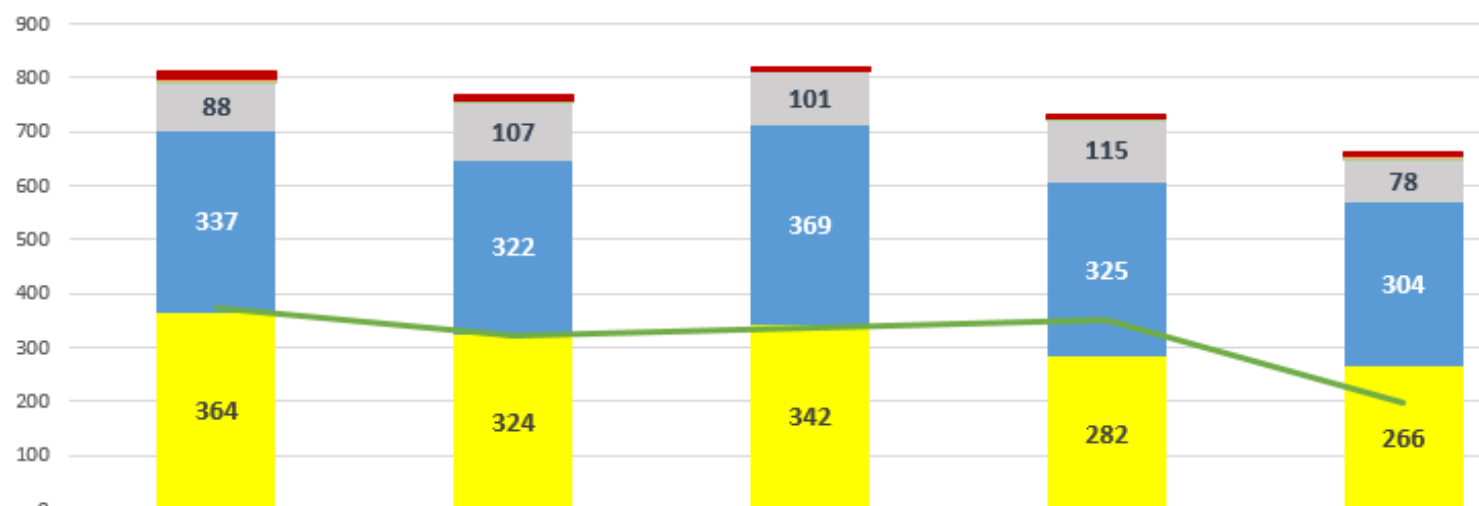
Category 6

Operations and Process Focus



Each day the Performance Excellence Team reviews the status of each SLA Dependent Service Request. One of the reasons for the wonderful results is the persistent dedication to continuous review and improvement. Below, please see the highlights that made up a very successful week.

Daily Progress February 29 - March 4, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	13	12	8	8	7
10 - 19 days overdue (Tier 3)	9	4		2	6
1 - 9 days overdue (Tier 2)	88	107	101	115	78
Within SLA (Tier 1)	337	322	369	325	304
Created	364	324	342	282	266
Closed	374	323	338	353	198

Created Within SLA (Tier 1) 1 - 9 days overdue (Tier 2) 10 - 19 days overdue (Tier 3) >20 days overdue (Tier 4) Closed